



YOUR ENERGY CONNECTION



When a Power Outage Occurs

If the Power Goes Out...

First look outside and see if the outage has included your neighbors. If it hasn't, the problem is within your home. Check your fuse box or circuit breaker panel to see if you can locate the problem. If the neighboring houses are dark too, look to see if there are any trees or branches on the lines, or if there are downed wires, flashes of light, or any other signs of trouble. Don't touch or attempt to move any electric lines or trees or any other obstacles in contact with electric lines.



Important Phone Numbers

When a power outage or gas emergency occurs, call **972-1278**. After a major storm, calling will take a great deal of patience because many other people are also trying to call. During the outage, we have phone lines set up at the Emergency Operations Center to handle the calls around the clock. It's natural to be tempted to ask how long the power will be out, but it's almost an impossibility to answer. Be assured we will get to you as soon as we can. During the power restoration, the City's goal is to restore service to the greatest number of people at one time. The first step is to reenergize substations and transmission lines. The next step is to restore the main distribution lines and then individual services. There's no need to keep calling once you have reported your outage. However, if your power was restored but then failed again, or if you're in one of those small pockets of dark houses when the rest of the neighborhood has had its power restored, please call again. The City may not know that your house wasn't included when the rest of the circuit was put back in service.



You can Help!

When an outage occurs or lasts for an extended period of time, a heavy burden is placed on the system at the moment the power is restored. This high demand can cause an overload on the system, and you could lose power once again. To prevent this, turn everything off in your home except one light.

In addition, make sure the surface elements on your range have been turned off and that other heat-producing appliances are off as well because, if left on, they can pose a serious fire hazard after the power has been restored. When the light you've left on glows, you'll know the power has been restored. Over the next 30-60 minutes, slowly switch your appliances back on and gradually return thermostats to their normal settings.

Leave a porch light on so that our repair crews know when your service has been restored.

BEAT THE PEAK

“Peak” or “Peak Demand” is the greatest amount of electricity used at one time by an electric system, normally when a large number of customers are using appliances at the same time. By controlling the electric load or load management, we can keep electric costs in control. Rocky Mount averages approximately less than 10 days per month load managing. There are several options available:

Electric Water Heater Control-

Water heaters are cycled off during load management periods. Controlling water heaters will not affect the amount of hot water available. Customers receive **\$2.00** credit each month.

Electric Heat Strip Control-

Heat strips are controlled during the winter load management periods, while compressors continue to provide heat. Customers receive **\$15.00** credit each month if the temperature falls to 25 degrees or below on a non-holiday weekday.

Central Air Conditioning Total Control-

Customers receive **\$20.00** credit each month for July, August, and September. The credit is calculated based on yearly consumption. The compressor is turned off for the entire load management period. Fans will continue to circulate the cool air in your house, but your compressor will not generate any new cool air.

There are no installation or maintenance charges associated with this program.

**Call 972-1283 for more information .
Start your savings now!**



December 2004

Need Help Reducing Your Utility Bill?

The City of Rocky Mount in conjunction with Home Depot will be hosting an energy conservation clinic at Home Depot on December 29th at 7 pm

Please call 451-9009 to reserve a space
Register for a \$50.00 gift card from Home Depot
Refreshments will be available

Other Clinic Dates

December	16th	10 am
January	13th	7 pm
January	25th	3 pm
February	9th	3 pm
February	24th	10 am
March	11th	7 pm
March	24th	10 am

These classes will be held at the Environmental Services Training Room at 1211 Thorpe Rd
Please call 972-1274 to reserve a space.

Electric, Gas and Water Meter Obstruction Policy

Section I. Purpose

The purpose of this policy is to establish guidelines for residents to erect fences or plantings around or near electric, gas or water meters located on their property.

Section 2. Obstruction

Obstruction is defined as fencing, shrubs, trees, vines, flowers, and other materials or objects placed around the meter, or on the meter which hinder the access or the ability of the City to adequately and safely service, repair, inspect or read meters.

Section 3. Guidelines

Fencing, shrubbery and landscaping is allowed in accordance with the following restrictions:

- 3.1 Planting or fencing may be placed around the water meter provided that a 4 foot clearance be maintained and there be a clear pathway for access to the meters for accurate readings or repairs
- 3.2 Any shrubs or bushes planted must not be of a variety which bear thorns or sharp protrusions of any kind or any variety of running vine which grows over the meters.
- 3.3 A meter must be completely unobstructed so that it is clearly visible.
- 3.4 Obstructions found during an emergency situation will be removed without notice or compensation to the resident.